CIT Customer Service Report for the Network Operations Center

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
NIHnet											
Chronic-Access	0	1	0	0	0	1	0	0	0	0	0
Chronic-Core	0	1	0	0	0	0	0	0	1	0	0
Chronic-FACnet	0	1	0	0	0	0	0	0	1	0	0
Chronic-Wireless	0	0	0	1	0	0	1	0	0	0	0
Closet Access-LAN	13	4	0	1	0	2	1	0	14	1	7
Firewall	0	0	0	1	0	0	0	0	0	1	0
HazCon-Access	0	1	0	0	0	0	0	0	1	0	0
HazCon-Distribution	0	1	0	0	0	0	0	0	1	0	0
HazCon-NIH Customer	0	2	0	0	0	1	0	0	1	0	0
HazCon-OpDiv	0	1	0	0	0	0	0	0	1	0	10
HazCon-Other	0	2	0	0	0	1	0	0	1	0	0
HazCon-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0
Impairment-Access	4	2	0	0	0	1	0	0	2	3	10
Impairment-Bldg 12 Data Center	1	0	0	0	0	0	0	0	1	0	17
Impairment-Core	0	1	0	0	0	0	0	0	1	0	0

CIT Customer Service Report for the Network Operations Center

For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Impairment-FACnet	0	1	0	0	0	0	0	0	1	0	0
Impairment-NIH Customer	1	0	0	0	0	0	0	0	0	1	1
Impairment-Other	4	2	0	0	0	1	0	0	5	0	4
Impairment-Remote Access VPN	0	0	0	1	0	0	0	0	0	1	0
Impairment-Wireless	3	0	0	0	0	1	1	0	1	0	3
Inquiry	12	11	0	5	0	6	2	0	17	3	5
Maintenance-Access	0	0	0	2	0	0	2	0	0	0	0
Maintenance-Bldg 12 Data Center	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Distribution	0	1	0	0	0	1	0	0	0	0	0
Maintenance-Facilities Other	5	0	0	0	1	0	0	4	0	0	9
Maintenance-Facilities Power	47	3	0	0	25	16	0	4	5	0	1
Maintenance-FACnet	0	1	0	1	0	1	0	0	0	1	0
Maintenance-Other	34	4	0	3	6	1	0	28	3	3	4
Maintenance-Remote Access VPN	1	0	0	0	1	0	0	0	0	0	0
Maintenance-Sterling CIT Data Center	0	0	0	3	0	0	1	0	0	2	0

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For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Maintenance-Wireless	0	1	0	1	0	0	1	0	1	0	3
Network NMS-Device Config Backup	0	4	0	1	0	4	0	0	0	1	0
Network NMS-NMS Element Manage	0	8	0	0	0	1	2	0	0	5	1
Network NMS-NMS Element Un-manage	0	3	0	2	0	0	0	0	0	5	0
Network Sec-Firewall	2	2	0	24	0	0	15	0	1	12	0
Network Sec-Other	0	4	0	3	0	0	3	0	3	1	0
Network Sec-Router ACL	2	0	0	1	0	0	1	0	1	1	7
Outage-Access	2	1	0	0	0	0	0	1	2	0	7
Outage-Bldg 12 Data Center	0	3	0	0	0	0	0	0	3	0	2
Outage-Distribution	1	0	0	0	0	0	0	0	0	1	15
Outage-FACnet	0	16	0	0	0	3	0	0	13	0	0
Outage-NIH Customer	2	3	0	0	0	0	0	1	3	1	7
Outage-Other	7	12	0	0	0	0	0	5	12	2	4
Outage-Remote Access VPN	1	0	0	0	0	0	0	0	0	1	6
Outage-Sterling CIT Data Center	0	2	0	0	0	0	0	0	2	0	0

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	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Outage-Wireless	1	23	0	1	0	4	0	1	18	2	5
Server Support-DNS	3	0	0	4	1	0	0	1	0	5	3
Server Support-Listserv	1	0	0	0	0	0	0	0	0	1	6
Server Support-Other	4	2	0	3	0	0	3	1	1	4	6
Server Support-Server Admin	1	0	0	0	0	0	0	1	0	0	1
Server Support-TACACS	0	0	0	5	0	0	2	0	0	3	0
Service Prov-Access	3	0	0	1	0	1	0	0	0	3	6
Service Prov-Bldg 12 Data Center	6	0	0	1	0	0	5	0	0	2	0
Service Prov-FACnet	2	0	0	0	0	0	2	0	0	0	0
Service Prov-IP Address Admin	6	0	0	0	0	0	3	0	2	1	2
Service Prov-Other	13	1	0	2	0	1	5	0	2	8	6
Service Prov-Port Add	94	2	0	7	0	10	13	0	56	24	6
Service Prov-Port Change	14	0	0	0	0	2	0	3	6	3	11
Service Prov-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	7
Service Prov-Remote Access VPN	14	0	0	1	0	0	1	7	0	7	10

CIT Customer Service Report for the Network Operations Center

CIT

For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Service Prov-Wireless	3	0	0	0	0	0	0	0	0	3	15
Grand Total:	**308**	**128**	**0**	**76**	**34**	**59**	**65**	**58**	**184**	**112**	**4**

Total Tickets Closed:	**354**
Total Tickets Assigned/Pending/Checked Out:	**158**
Total Tickets Created:	**512**